

Position Description (EP)

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to DCF Personnel Services. Supervisors and incumbents are responsible for the completion of this form.

CHECK ONE: () NEW POSITION (X) EXISTING POSITION

PART I - Position Description

1. Agency Name Department for Children and Families		9. Position Number K0070063		10. Budget Program Number 29210	
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position) Human Service Specialist EES		
3. Division West Region DCF			12. Proposed Class Title		
4. Section Integrated Service Delivery			13. Allocation		
5. Unit Economic and Support Services			14 (a). Effective Date		14 (b). FLSA Code
6. Location (address where employee works) City Emporia County Lyon			15. By Approved		
7. (Circle appropriate time) Full Time X Perm X Inter Part Time Temp % 100			16. Audit Date: By: Date: By:		
8. Regular Hours (circle appropriate time) From: 8:00 AM/PM AM To: 5:00 AM/PM PM			17. Position Reviews Date: By:		

PART II - Organizational Information

Area for use by Personnel Office

18 (a). Briefly describe why this position exists. (What is the purpose, goal, or mission of the position)

This position is part of a service delivery team responsible to provide quality customer service while performing a variety of tasks to analyze customer information, determine eligibility for DCF services, authorize the disbursement of funds for customers, manage and maintain and assigned caseload consisting of multi-programs, and disseminate and interpret program information.

18 (b). If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new functionality added by law or other factors which changed the duties and responsibilities of the position.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name: Patricia English Who evaluates the work of an incumbent in this position?	Title: Human Services Supervisor	Position Number: K0070551
Name: Patricia English	Title: Human Services Supervisor	Position Number: K0070551

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made

The work requires initiative, discretion and the ability to make independent judgments regarding the urgency of a situation and/or its sensitivity. Handles many administrative details independently. General instructions are given. Guidelines are often complicated or technical in nature, requiring careful interpretation.

d) Which statement best describes the result of error in action or decision of this employee.

- () Minimal property damage, minor injury, minor disruption of the work flow.
(X) Moderate loss of time, injury, damage, or adverse impact on health and welfare of others.
() Major program failure, major property loss, or serious injury or incapacitation.
() Loss of life, disruption of operations of a major agency.

21. Describe the work of this position using this page or one additional page only. (Use the following format for describing job duties :)

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (describe the result or outcome expected); ***How** is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed.) For each task state: Who reviews it? How often? What is reviewed for?

Number Each Task and Indicate Percent of Time and Identity of each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident or minimal part of the position

No. % E OR M

In addition to the tasks listed below, the incumbent is expected to communicate the Mission, Vision, and Guiding Principles of the agency to peers, customers and the public. Identify personal strengths and developmental needs to increase job performance and long-term career growth. Continually analyze work processes, seek new approaches, and make recommendations to enhance efficiency and effectiveness of the agency. Understand and provide excellent customer service both internally and externally at all times. Serve as a positive role model and work cooperatively with peers, staff, customers, community partners and the general public.

1. 40% E

1. SERVICE DELIVERY

- **Interviewing-** Interviews customers to ensure eligibility and appropriateness for participation in program service by securing relevant and required information in a face to face or telephone interview. Establishes a positive rapport by using communication skills and customer engagement/disengagement techniques to establish an effective working relationship.
- **Assessment-** Assesses and evaluates information from customer interview(s), existing record(s), and evaluation result(s) to policy requirements. Obtains appropriate information and documentation using the application, face to face interviews, home visits, phone contacts, internal and external collateral contacts or written verification.
- **Eligibility Determination-** Determines eligibility for Cash Assistance, Food Assistance, Medical Assistance, Child Care and Work Program as well as the level of service based on information obtained in the interview and assessment process and utilizing the Federal and State policies and guidelines and program outcomes. Authorizes benefits according to program policy and procedure to deliver timely and accurate benefits and services.
- **Problem Solving-** Identifies and addresses with the customer potential and actual problems and related barriers. Matches barriers with resources while capitalizing on customer strengths in order to reach and implement a resolution plan.
- **Program Services-** Administers pre-employment and employment services to individual customers or customer groups according to program policy and specific service guidelines to meet the customer's employment goals.

2. 35% E

2. WORKLOAD TOOLS AND MANAGEMENT

- **Support Service Authorization-** Authorizes support services, including payments to customers and providers following established procedures for KsCares, imprest, or vendor payment systems.
- **Payment Authorization-** Authorizes payments to customers and providers, following established procedures for KsCares, imprest, or vendor payment systems.
- **Accurate Payments-** Reviews customer and provider payment accuracy and timeliness using established guidelines. Collaborates with other agency staff in the investigation, determination and collection of overpayment or resolution of underpayment.
- **Internal/Community Resource Referrals-** Identifies and determines the availability of agency and community resources or develops those resources to meet individual customer need(s). Refers customer to these resources according to established guidelines.
- **Employment Goal and Self-Sufficiency Planning-** Counsels customers to empower them to select appropriate resources and develop strategies related to their employment goals and self-sufficiency. This may include the exploration of available resources, aptitude, and assessments, specific employment requirements and the occupational outlook in the field(s) of interest. Resulting strategies identify each goal, appropriate steps and time frames for completion.
- **Monitoring-** Monitors and evaluates the progress of customers in activities to ensure the customer complete their individual plan. Reviews customer plans and/or provider agreements, to determine whether or not services are being delivered and used appropriately. Investigates discrepancies and determines appropriate actions based on established guidelines. Monitoring may be accomplished by face to face interviews, home visits, phone contacts, internal and external collateral contacts, or written verification including, but not limited to: correspondence, attendance reports, professional reports, social histories, class schedules, grades participation and evaluation, reports, etc.
- **Customer Issue Resolution-** Researches, analyzes and evaluates customer compliance issues using monitoring procedures to determine if a problem exists and/or can be resolved. Plans and implements a problem resolution strategy which may include, but is not limited to: conciliation process, good cause determination, mediation or negotiation, denial of eligibility, modification of plan or services, referral for sanction or fair hearing process.
- **Caseload/Workload Management-** Organizes and manages caseload/workload using computer and manual information systems, alerts, system data and report; plans, implements and updates time management strategies to ensure the quality, quantity, and timely completion of job duties.

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| | <ul style="list-style-type: none"> • Reports and Data Collection- Collects, compiles and generates participant data and program statistics accurately and timely to meet state and federal program reporting requirements. • Communication- Explain clearly and precisely formulated thoughts and plans in an effective format. Uses detailed descriptive and appropriate language and proper grammar to convey information to the intended individuals while maintaining confidentiality and providing good customer service to all individuals. • Documentation- Documents precisely, accurately and timely in case log, computer systems, written reports, etc. all correspondence, telephone and one-on-one interviews/contacts with customers , co-workers, other state contracted community agency's employees, providers, etc. any information that is case specific in order to provide verification and/or substantiate eligibility, services rendered and justification for any case action that is taken. Record pertinent information to describe customer attendance, program participation and progress to determine the likelihood of participant successes or need for further services. |
| 3. 20% E | <p><u>3. COMMUNITY RELATIONS AND DEVELOPMENT, GROUP ACTIVITIES, AND SPECIAL FUNCTIONS</u></p> <ul style="list-style-type: none"> • Community Development- Creates a working relationship with community resources through development of coordination and collaboration efforts; promoting interest and support of agency, program, and community services to establish or improve resources or provide access to resources, e.g. individuals, agencies, employers, etc. • Public Relations- Disseminates accurately and timely agency information through a variety of delivery methods, communication mediums, and promotional materials to increase understanding of agency mission and goals. Represents the programs and the agency in a positive manner to foster interest in community involvement. • Provider Problem Solving- Collaborates with other Intra/Inter-Agency staff and utilizes agency guidelines to evaluate and resolve provider issues or concerns. Completes process in an expeditious manner to ensure appropriate and quality services as outlined in the service agreement(s). • Presentation- Professionally represents the agency with delivery of well prepared information to customers or groups by using proper grammar, accurate information and generic terms in a positive upbeat manner to heighten the listener's awareness, interest, participation, and understanding of the agency and programs being presented. • Hearings- Prepares documentation for, and participates in fair hearings, fraud hearings, and other court hearings as needed. • Staffings- Participates in regularly scheduled integrated staffings and on an as needed basis. |
| 4. 5% E | <p><u>Other Duties</u></p> <ul style="list-style-type: none"> • Participates in other duties as assigned by supervisor, site manager and program administrator. |

* The description of how the work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability.

22. List the consequences of not performing the essential functions of this position as identified in Section 21.

Failure to perform the essential functions of this position could be detrimental to the well-being of the customers. Inadequate or delayed services might create a negative outcome for customers in the job market. This action would be against agency and program philosophy. Failure to monitor and be aware of program outcomes could cause deficiencies in federal program requirements resulting in agency sanctions.

23. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position

- () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
 () Plans, staffs, evaluates, and directs work of employees of a work unit.
 () Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the class titles and position numbers of all persons who are supervised directly by employee in this position.

Class Title

Position/KIPPS Number

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Contact with customers, community resource people, employers, the general public, and other related DCF staff will occur daily. The contact will be needed to carry out routine responsibilities of the position.

25. What hazards, risks or discomforts exist on the job or in the work environment?

The worker may be required to deal with angry or disgruntled customers regarding program issues. The worker must be prepared to deal with job related stress as there are deadlines that must be met as well as program and policy changes that occur regularly. The individual in this position should be able to adjust and adapt to change easily. Much of the case work is done on a computer. Eye fatigue is possible.

26. List machines or equipment which are currently used to complete the tasks or production standards for this position. Indicate the frequency with which they are used.

On-Line Computer Terminal - Daily

Photo Copier - Daily

Personal Computer - Daily

FAX Machine - Occasionally

Typewriter - Occasionally

Calculator - Daily

State Motor Vehicle - Occasionally

PART III - Education, Experience and Physical Requirements Information

27. Minimum Qualifications as stated in the State of Kansas Class Specifications.

Four years experience interviewing, investigating, compiling information, documenting decisions, interpreting guidelines and/or providing technical assistance relevant to the agency's programs. Post secondary education may be substituted for experience as determined relevant by the agency.

28. SPECIAL REQUIREMENTS

A. State any additional qualifications for this position that are necessary to perform the essential functions of this position. (License, registration or certification).

None

B. List any skill codes or selective certification required for this position. Selective certification must first be approved by the State Division of Personnel Services.

None

C. List preferred education or experience that may be used to screen applicants.

Bachelors Degree

Experience in case management, documentation and eligibility determination

29. Describe the physical characteristics of the job as they relate to essential functions (focus on results, not methods of obtaining results).

The job is considered sedentary as the majority of the work will need to be done while sitting at a desk or computer table. Some travel will be necessary for meetings, training, and public relations functions.

30. Describe any methods, techniques or procedures that must be used to insure safety for equipment, employees, clients and others.

The employee in this position will need to have knowledge of the office safety plan. A confidentiality policy is required to be followed when working with clients.

PART IV - Signatures

Signature of Employee

Date

Signature of Personnel Officer

Date

Signature of Supervisor

Date

Signature of Agency Head or Appointing
Authority

Date